
From: Cindy Strait [cstrait@wildblue.net]
Sent: Saturday, February 21, 2009 5:02 PM
To: Catrice Williams
Subject: Western Mass. phone problems

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This is in response to an article in the Greenfield Recorder asking for people in western Massachusetts to report phone service issues. Since we moved to Wendell, MA 5 years ago we've had frequent disruption of phone service. There is often loud humming and/or static, sometimes during wet weather but often on dry sunny days. The noise was so bad that one Verizon service man said he was surprised we could get dial up internet because our lines were so old and the noise so bad. Shortly after that conversation dial-up internet became impossible due to the noise on the line so we switched to satellite internet. Since we got the satellite internet the noise, while still often bad, is not as bothersome, but we still lose phone service frequently. We also lived in New Salem, MA for a year and had similar problems there and were also told it was due to very old telephone lines. Verizon's representative stated in the article that problems were limited to 1 or 2 towns (being Shutesbury and Rowe I think) but if Wendell and New Salem are any indication I would say the problem is much more widespread. I'm hoping that Wendell can be included in any study on improving services to western Massachusetts communities.

Sincerely,
Cynthia C. Strait
(978) 544-8008